

**Grievance Redressal Forum**  
**TPWODL, BARGARH**  
 First Floor, Raymond Building, Bandutikra Chowk,  
 Bargarh, Pin- 768028  
 Email: [grf.bargarh@tpwesternodisha.com](mailto:grf.bargarh@tpwesternodisha.com), Ph No.06646-230135  
**Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)**



Ref: GRF/Bargarh/Div/BWED/ (Final Order)/ 126 (4)

Date: 18.10.2024

**Present:** Sri B. K Singh (President),  
 Sri S. Tripathy, Member (Finance).

|    |  |  |                |  |        |
|----|--|--|----------------|--|--------|
| 1  | Case No.                                     | BGH/102/2024   |                |  |        |
| 2  | Complainant/s                                | Name & Address   | Consumer No    | Contact No.  |        |
|    |  | Gayadhar Pradhan<br>Sadak Pada, Dova Road<br>Paikmal<br>Dist-Bargarh         | 5154-1106-0099 | 7681098628   |        |
| 3  | Respondent/s                                 | SDO(Elect), Paikmal, TPWODL  |                | Division<br>B.W.E.D, TPWODL,<br>Bargarh              |        |
| 4  | Date of Application                          | 19.09.2024   |                |  |        |
| 5  | In the matter of-                            | 1. Agreement/Termination   | X              | 2. Billing Disputes                                  | √      |
|    |  | 3. Classification/Reclassification of Consumers                              | X              | 4. Contract Demand / Connected Load                  | X      |
|    |  | 5. Disconnection / Reconnection of Supply                                    | X              | 6. Installation of Equipment & apparatus of Consumer | X      |
|    |  | 7. Interruptions   | X              | 8. Metering  | X      |
|    |  | 9. New Connection  | X              | 10. Quality of Supply & GSOP                         | X      |
|    |  | 11. Security Deposit / Interest  | X              | 12. Shifting of Service Connection & equipments      | X      |
|    |  | 13. Transfer of Consumer Ownership   | X              | 14. Voltage Fluctuations                             | X      |
|    |  | 15. Others (Specify) -X  |                |  |        |
| 6  | Section(s) of Electricity Act, 2003 involved |  |                |  |        |
| 7  | OERC Regulation(s) with Clauses              | 1. OERC Distribution (Conditions of Supply) Code, 2019, Regulation √         |                |  |        |
|    |  | 2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004, |                |  |        |
|    |  | 3. OERC Conduct of Business) Regulations, 2004                               |                |  |        |
|    |  | 4. Odisha Grid Code (OGC) Regulation, 2006                                   |                |  |        |
|    |  | 5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004 |                |  |        |
|    |  | 6. Others  |                |  |        |
| 8  | Date(s) of Hearing                           | 19.09.2024   |                |  |        |
| 9  | Date of Order                                | 18.10.2024   |                |  |        |
| 10 | Order in favour of                           | Complainant  | √              | Respondent   | Others |
| 11 | Details of Compensation awarded, if any.     | NIL  |                |  |        |

**Place of Camp:** Office of Electrical Section Officer, Paikmal, TPWODL.



**Appeared**

**For the Complainant-** Sri Gayadhar Pradhan

**For the Respondent -** SDO(Elect) , Paikmal, Bargarh,TPWODL.

**GRF Case No- BGH/102/2024**

(1) Sri Gayadhar Pradhan  
At-Sadak Pada, Dova Road  
Paikmal  
Dist- Bargarh,  
Consumer No.- 5154-1106-0099

**COMPLAINANT**

**VRS**

(1) SDO (Elect.), Paikmal, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Sri Gayadhar Pradhan, At-Sadak pada, Paikmal, , objected about sudden and abrupt charging of additional amount of Rs. 59,970/- in Mar 2023 billing. Hence, the complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute.

**SUBMISSION OF OPPOSITE PARTY**

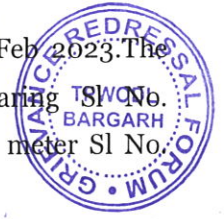
The Opposite Party submitted the Physical Verification Report dt. 17.10.2024, Ledger abstract of the complainant from Mar 2001 to Sep 2024 and the written submission to the case. In reply to the case, the opposite party submitted that, the initial date of power supply to the complainant was effected on 01.01.1990. The energy bills were raised on actual basis till Feb 21. From the month of Mar 21 to July 23, the energy bills were raised on provisional basis. An arrear amount of RS. 59997.25/- has been added in the month of Mar 2023, which need to be spreaded over from the date of installation of the meter Sl No. "LW067039", i.e 23.11.2018. The Opposite party urged before the Forum to issue necessary order as deemed fit.

**OBSERVATION**

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No- 5154-1106-0099, having CD-01KW, under LT-Domestic Category, under ESO, Paikmal. The initial date of power supply to the complainant's premises was effected on 01.01.1990. The billing database revealed that, Rs. 59,997.25/- was debited (added to) to the complainant's account on revision of bills from Aug 2019 to Feb 2023 on the basis of consumption of the new meter installed, bearing Sl no. "LW067039", that was updated in billing database off late. The Opposite Party certified on record that, the meter bearing Sl no. "LW067039" was physically installed on 23.11.2018 and reflected in billing during the month of Nov 2018. However, due to non submission of meter readings, provisional and average bills were charged from Nov 2018 to Feb 2023. Subsequently, in the month of Mar 2023, the energy bill was charged on actual basis as per the consumption recorded in meter Sl No. "LW067039". However, the Opposite Party has revised the provisional/average billing period partially from Aug 2019 to Feb 2023,



which could have considered for revision for the entire period i.e from 23.11.2018 to Feb 2023. The Physical Verification Report dt. 17.10.2024 indicated that, the existing meter bearing SI No. "TWSP51169963" has been in running condition and was installed by replacing the old meter SI No. "LW067039".



Hence, in order to extend fair and reasonable justice to the complainant, the Forum is of the considered opinion that, the energy bills already charged from 23.11.2018 (meter No. "LW067039" installed on 23.11.2018) to Mar 2023 are to be revised by recasting the accumulated units of KWH "19912" recorded upto Mar 2023 billing on monthly average consumption basis.

### **ORDER**

*Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.*

- 1. The Opposite Party is directed to revise the energy bills from 23.11.2018 to Mar 2023, on the basis of actual monthly average consumption, to be derived by recasting/spreading over the entire units accumulated upto Mar 2023, i.e KWH "19912" as recorded in meter SI No. "LW067039", duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*
- 2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjusting the payments made by the complainant.*
- 3. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill, to which the complainant is liable to pay.*

**The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.**

Accordingly, the case is disposed of.

(Member (Finance))  
**Grievance Redressal Forum**  
TPWODL, Bargarh-768028

(B.K. Singh)  
(President)  
**Grievance Redressal Forum**  
TPWODL, Bargarh-768028

1. Sri Gayadhar Pradhan, Sadak Pada, Dova Road, Paikmal, Bargarh, Mob-7681098628.
2. Sub-Divisional Officer (Elect.), Paikmal, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BWED, TPWODL, Bargarh.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".